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Application Notes for configuring Avaya Aura® Communication Manager R6.3 and Avaya Aura® Application Enablement Services R6.3 to interoperate with Presence Technology Presence Recording R10.0 - Issue 1.0

Abstract

These Application Notes describe the configuration steps for Presence Technology Presence Recording to successfully interoperate with Avaya Aura® Communication Manager and Avaya Aura® Application Enablement Services. Presence Technology Presence Recording is part of the Presence Technology Presence Suite, a multi-channel contact management suite which handles voice, text chat, email and web contact mechanisms. Presence Technology Presence Recording integrates with Avaya Aura® Communication Manager and Avaya Aura® Application Enablement Services using single step conferencing implemented via DMCC over TSAPI.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

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1. Introduction

These Application Notes describe the compliance tested configuration using Presence Technology Presence Recording R10 and Avaya Aura® Communication Manager R6.3 with Avaya Aura® Application Enablement Services R6.3 (AES).

Presence Technology Presence Recording is a component of Presence Technology Presence Suite, a multi-channel contact management suite able to handle voice, e-mail and web chat contact mechanisms. Presence Technology Presence Recording uses Avaya Aura® Communication Manager's Single Step Conferencing (SSC) feature via the Device, Media, and Call Control (DMCC) service provided by the Avaya Aura® Application Enablement Services (AES) to capture the audio and call details for recording agent calls. Presence Technology Presence Recording uses the Avaya Aura® Application Enablement Services DMCC service to register a pool of virtual IP softphones that are used as "recorders". Target agents, whose calls are to be recorded, are configured in the Presence Technology Presence Recording administration tool. When a target agent places or receives a call, SSC is used to conference in a "recorder" to capture the audio stream and call details.

2. General Test Approach and Test Results

The interoperability compliance testing evaluated the ability of Presence Recording to carry out call recording in a variety of scenarios using DMCC with AES and Communication Manager.

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

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2.1. Interoperability Compliance Testing

The interoperability compliance test included both feature functionality and serviceability testing. The feature functionality testing focused on placing and recording calls in different call scenarios with good quality audio recordings and accurate call records. The tests included:

- Call Hold
- Drop
- Blind Transfer
- Consultative Transfer
- Blind 3-way Conference
- Supervised Conference
- Bridged Appearances
- Intra switch call
- Inbound trunk call
- Outbound trunk call
- Malicious Call
- Multiple simultaneous calls
- No Answer, Engaged, Unobtainable
- Fax, Answering Machine
- Manual call clear

The serviceability testing focused on verifying the ability of Presence Recording to recover from disconnection and reconnection to the Avaya solution.

2.2. Test Results

All functionality and serviceability test cases were completed successfully.

2.3. Support

Technical support can be obtained for Presence Technology Presence Suite as follows:
- Email: support@presenceco.com
- Website: www.presenceco.com
- Phone: +34 93 10 10 300

3. Reference Configuration

Figure 1 shows the network topology during interoperability testing. Avaya S8800 Server running Communication Manager with an Avaya G430 Media Gateway was used as the hosting PBX. Presence Suite with the Presence Recording component and Presence Agent PC's are connected to the LAN and recording is performed using the Single Step Conference feature of Communication Manager using DMCC provided by AES.
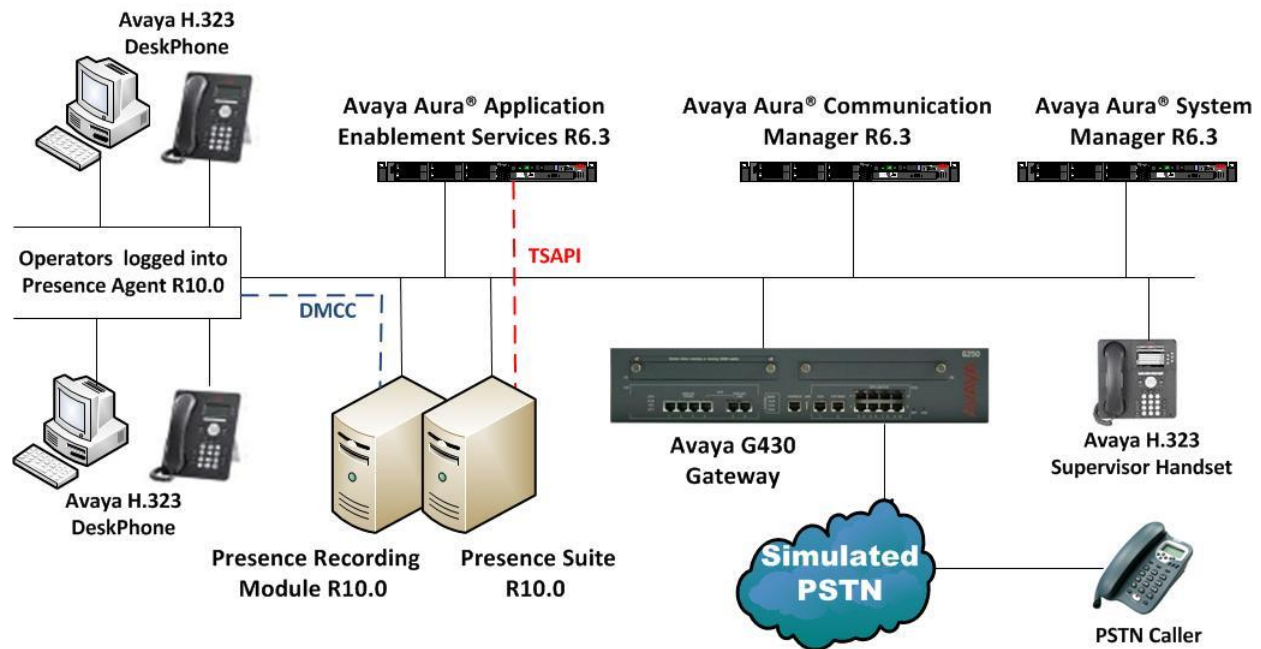
Figure 1: Avaya Aura® Communication Manager with Avaya Aura® Application Enablement Services, and Presence Technology Presence Suite Server with Presence Recording component configuration

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4. Equipment and Software Validated

The following equipment and software were used for the sample configuration provided:

Equipment/Software	Release/Version
Avaya Aura® System Manager running on Avaya S8800 Server	System Manager 6.3.0 - FP2 Build No. - 6.3.0.8.5682-6.3.8.1814 Software Update Revision No: 6.3.3.5.1719
Avaya Aura® Communication Manager running on Avaya S8800 Server	R6.3 SP1 R016x.03.0.124.0
Avaya Aura® Application Enablement Services running on Avaya S8800 Server	R6.3 Build No - 6.3.0.0.212-0
Avaya G430 Gateway	R6.3
Avaya 96xx Series Deskphone	96xx H.323 Release 3.1 SP2
Presence Server running Presence Recording on Windows Server 2008 SP2	R10.0
Presence Client running on Windows XP SP3 and Windows Server 2008 SP2	R10.0

5. Configure Avaya Aura® Communication Manager

The information provided in this section describes the configuration of Communication Manager relevant to this solution. For all other provisioning information such as initial installation and configuration, please refer to the product documentation in **Section 10**.

The configuration illustrated in this section was performed using Communication Manager System Administration Terminal (SAT). Please note that this is the setup required to add the Presence Recording only, the setup of the other possible Presence Suite is outside the scope of these Application Notes but can be found in the Application Notes titled *Application Notes for Configuring Presence Technology Presence Suite R10.0 with Avaya Aura® Communication Manager R6.3 and Avaya Aura® Application Enablement Services R6.3.*

5.1. Verify System Features

Use the **display system-parameters customer-options** command to verify that Communication Manager has permissions for features illustrated in these Application Notes. On **Page 3**, ensure that **Computer Telephony Adjunct Links?** is set to **y** and **Answer Supervision by Call Classifier?** is set to **y** as shown below.

```
display system-parameters customer-options                      Page   3 of  11
                             OPTIONAL FEATURES

    Abbreviated Dialing Enhanced List? y          Audible Message Waiting? y
          Access Security Gateway (ASG)? n           Authorization Codes? y
          Analog Trunk Incoming Call ID? y                     CAS Branch? n
 A/D Grp/Sys List Dialing Start at 01? y                        CAS Main? n
Answer Supervision by Call Classifier? y       Change COR by FAC? n
                                   ARS? y  Computer Telephony Adjunct Links? y
                     ARS/AAR Partitioning? y  Cvg Of Calls Redirected Off-net? y
               ARS/AAR Dialing without FAC? y                  DCS (Basic)? y
                 ASAI Link Core Capabilities? n            DCS Call Coverage? y
                 ASAI Link Plus Capabilities? n            DCS with Rerouting? y
                 Async. Transfer Mode (ATM) PNC? n
      Async. Transfer Mode (ATM) Trunking? n   Digital Loss Plan Modification? y
                  ATM WAN Spare Processor? n                       DS1 MSP? y
                                    ATMS? y          DS1 Echo Cancellation? y
                       Attendant Vectoring? y
```

5.2. Note procr IP Address for Avaya Aura® Application Enablement Services Connectivity

Display the procr IP Address by using the command **display node-names ip** and noting the IP address for the **procr** and AES (**aes63vmpg**).

```
display node-names ip                                          Page   1 of   2
                                IP NODE NAMES
     Name             IP Address
SM100             10.10.40.34
aes63vmpg         10.10.40.30
default           0.0.0.0
g430              10.10.40.15
procr             10.10.40.31
```

5.3. Configure Transport Link for Avaya Aura® Application Enablement Services Connectivity

To administer the transport link to AES use the **change ip-services** command. On **Page 1** add an entry with the following values:

- **Service Type:** should be set to **AESVCS**.
- **Enabled:** set to **y**.
- **Local Node:** set to the node name assigned for the procr in **Section 5.2**
- **Local Port** Retain the default value of **8765**.

```
change ip-services                                            Page   1 of   4

                                IP SERVICES
  Service      Enabled      Local        Local        Remote       Remote
   Type                     Node         Port         Node         Port
AESVCS          y           procr        8765
```

Go to **Page 4** of the **ip-services** form and enter the following values:

- **AE Services Server:** Name obtained from the AES server, in this case **aes62vmpg**.
- **Password:** Enter a password to be administered on the AES server.
- **Enabled:** Set to **y**.

Note: The password entered for **Password** field must match the password on the AES server in **Section 6.2**. The **AE Services Server** should match the administered name for the AES server, this is created as part of the AES installation, and can be obtained from the AES server by typing **uname –n** at the Linux command prompt.

```
change ip-services                                            Page   4 of   4
                          AE Services Administration

   Server ID      AE Services         Password         Enabled    Status
                    Server
      1:         aes63vmpg           ********             y        idle
      2:
      3:
```

5.4. Configure CTI Link for TSAPI Service

Add a CTI link using the **add cti-link n** command. Enter an available extension number in the **Extension** field. Enter **ADJ-IP** in the **Type** field, and a descriptive name in the **Name** field. Default values may be used in the remaining fields.

```
add cti-link 1                                               Page   1 of   3
                                 CTI LINK
 CTI Link: 1
Extension: 2002
     Type: ADJ-IP
                                                                COR: 1

     Name: aes63vmpg
```

5.5. Configure Recorder/Playback Pool Stations

Presence Recording uses the Single Step Conferencing method to conference "recorders" with the agent calls in order to capture the call audio. Use the command **add station** to configure a station for each of the recording pool stations. On **Page 1** enter a descriptive **Name** and **Security Code**, set the **Port** to **IP**, set the **Type** to **4624** and set **IP SoftPhone** to **y**. Repeat according to the maximum number of calls to be recorded simultaneously. These extensions can also be configured on Presence Recording for the playback of recordings. Configure sufficient stations to accommodate for the maximum number of simultaneous recording playback channels required.

```
add station 2800                                            Page   1 of   6
                                 STATION

Extension: 2800                     Lock Messages? n            BCC: 0
     Type: 4624                     Security Code: 1234          TN: 1
     Port: IP                    Coverage Path 1:              COR: 1
     Name: Presenceco Recorder 1    Coverage Path 2:            COS: 1
                                    Hunt-to Station:
STATION OPTIONS
                                    Time of Day Lock Table:
            Loss Group: 19      Personalized Ringing Pattern: 1
                                        Message Lamp Ext: 1591
          Speakerphone: 2-way         Mute Button Enabled? y
      Display Language: english
 Survivable GK Node Name:
         Survivable COR: internal       Media Complex Ext:
   Survivable Trunk Dest? y           IP SoftPhone? y

                                    IP Video Softphone? n
```
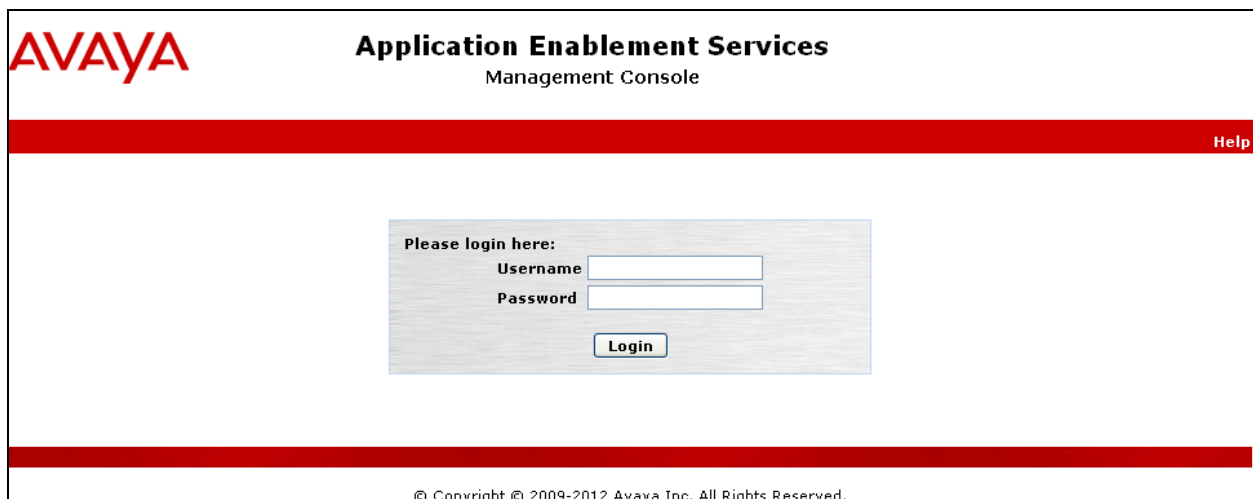
6. Configuration of Avaya Aura® Application Enablement Services

This section provides the procedures for configuring Application Enablement Services. The procedures fall into the following areas:

- Verify Licensing.
- Create Switch Connection.
- Administer TSAPI link.
- Create CTI User.
- Enable CTI Link User.
- Identify Tlinks.

6.1. Verify Licensing

To access the maintenance console, enter **https://<ip-addr>** as the URL in an Internet browser, where <ip-addr> is the active IP address of AES. The login screen is displayed, log in with the appropriate credentials and then select the **Login** button.

The Application Enablement Services Management Console appears displaying the **Welcome to OAM** screen (not shown). Select **AE Services** and verify that the TSAPI Service is licensed by ensuring that **TSAPI Service** is in the list of services and that the **License Mode** is showing **NORMAL MODE**. If not, contact an Avaya support representative to acquire the proper license for your solution.

6.2. Create Switch Connection

From the AES Management Console navigate to **Communication Manager Interface → Switch Connections** to set up a switch connection. Enter in a name for the Switch Connection to be added and click the **Add Connection** button.

In the resulting screen enter the **Switch Password**; the Switch Password must be the same as that entered into Communication Manager AE Services Administration screen via the **change ip-services** command, described in **Section 5.3** Default values may be accepted for the remaining fields. Click **Apply** to save changes.

From the **Switch Connections** screen, select the radio button for the recently added switch connection and select the **Edit CLAN IPs** button (not shown). In the resulting screen, enter the IP address of the procr as shown in **Section 5.2**that will be used for the AES connection and select the **Add Name or IP** button.

6.3. Administer TSAPI link

From the Application Enablement Services Management Console, select **AE Services** → **TSAPI** → **TSAPI Links**. Select **Add Link** button as shown in the screen below.
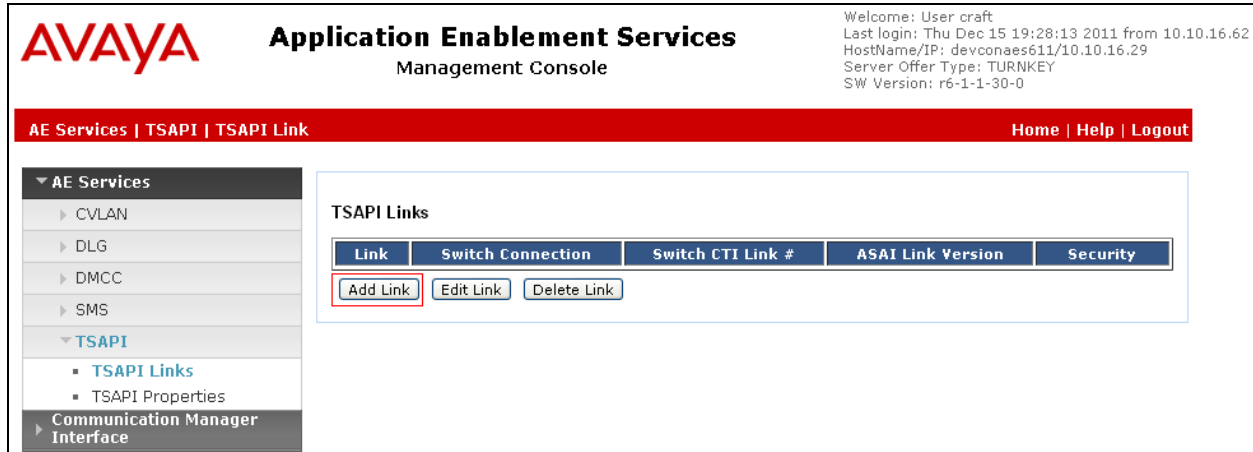
On the **Add TSAPI Links** screen, enter the following values:

- **Link:** Use the drop-down list to select an unused link number.
- **Switch Connection:** Choose the switch connection **CM63VMPG**, which has already been configured in **Section 6.2**, from the drop-down list.
- **Switch CTI Link Number:** Corresponding CTI link number configured in **Section 5.4** which is **1**.
- **ASAI Link Version:** This can be left at the default value of **5**.
- **Security:** This can be left at the default value of **both**.

Once completed, select **Apply Changes**.
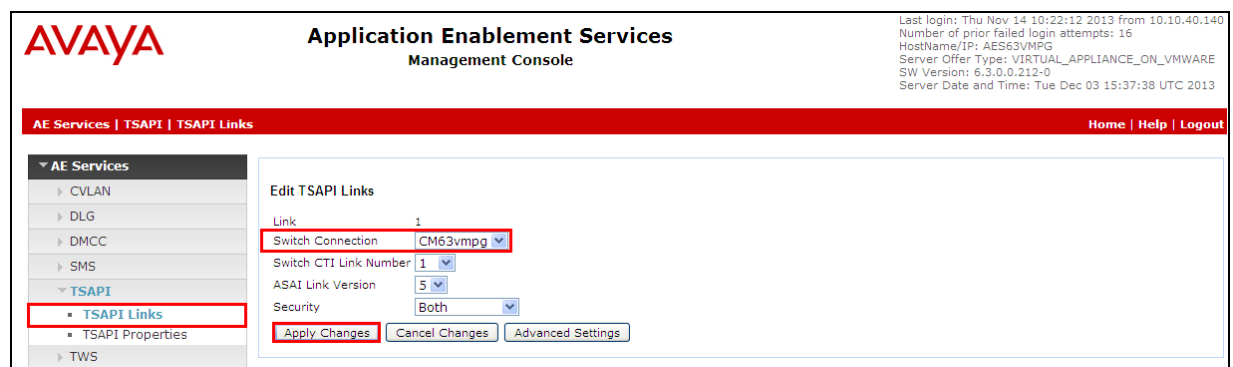
Another screen appears for confirmation of the changes. Choose **Apply**.

When the TSAPI Link is completed, it should resemble the screen below.

The TSAPI Service must be restarted to effect the changes made in this section. From the Management Console menu, navigate to **Maintenance → Service Controller**. On the Service Controller screen, tick the **TSAPI Service** and select **Restart Service**.

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6.4. Create Avaya CTI User

A User ID and password needs to be configured for the Presence Suite server to communicate as a TSAPI client with the Application Enablement Services server. Navigate to the **User Management → User Admin** screen then choose the **Add User** option (not shown). In the **Add User** screen shown below, enter the following values:

- **User Id -** This will be used by the Presence Suite Server in **Section 7.1.**
- **Common Name** and **Surname -** Descriptive names need to be entered.
- **User Password** and **Confirm Password -** This will be used with the **User Id** in **Section 7.1**.
- **CT User -** Select **Yes** from the drop-down menu.

Complete the process by choosing **Apply** at the bottom of the screen (not shown).

The next screen will show a message indicating that the user was created successfully (not shown).

6.5. Enable Unrestricted Access for CTI User

Navigate to the **CTI Users** screen by selecting **Security** → **Security Database** → **CTI Users** → **List All Users**. Select the user that was created in **Section 6.4** and select the **Edit** option (not shown). The **Edit CTI User** screen appears. Check the **Unrestricted Access** box and **Apply Changes** at the bottom of the screen.

A screen (not shown) appears to confirm applied changes to CTI User, choose **Apply**. This CTI user should now be enabled.

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6.6. Identify Tlinks

Navigate to **Security** → **Security Database** → **Tlinks**. Verify the value of the **Tlink Name**. This will be needed to configure Presence Suite in **Section 7.1**.

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6.7. Enable DMCC ports

In order to enable DMCC for call recording navigate to **Networking→Ports→DMCC Server Ports**.

- Enable DMCC **Unencrypted Port**
- Enable DMCC **Encrypted Port**
- Enable DMCC **TR/87 Port**

Click on **Apply Changes** at the bottom of the screen (not shown).

Once this change is made a restart of the AE Server is required. Navigate to **Maintenance →
Service Controller**. In the main screen select **Restart AE Server** highlighted.

7. Configure Presence Recording

The Presence Recording can be an additional component of Presence Suite but may also be installed as a stand-alone product. These Application Notes will show the configuration for both instances, in both cases the Presence Recording Server must be configured to connect with AES.

The Presence Suite includes the Presence Server, Presence Mail Interactions Server, Presence Web Interactions Server, Presence Administrator, Presence Supervisor, and Presence Agent. The Presence server was configured and provided by Presence Technology. The setup of Presence Server is outside the scope of these Application Notes but can be found in the Application Notes titled *Application Notes for Configuring Presence Technology Presence Suite R10.0 with Avaya Aura® Communication Manager R6.3 and Avaya Aura® Application Enablement Services R6.3.*

7.1. Configure Telephony, Storage and CTI Parameters

From the Presence server, navigate to **C:\Presence** and double click on **precservercfg.exe** (not shown), the screen below will appear. In the **Ports** section, configure a **Recording Server** port; enter the **IP address** of the Presence Server and the port used for connection. Tick the **Integrated with Presence Server** box if the Presence server has been installed and select **DMCC extensions** from the **Channel type** drop-down box.

Note: If the Presence Sever is a part of the installation the Integrated with Presence Server box is ticked and thus the CTI connection already in place for the Presence Server is used by the Presence Recording.
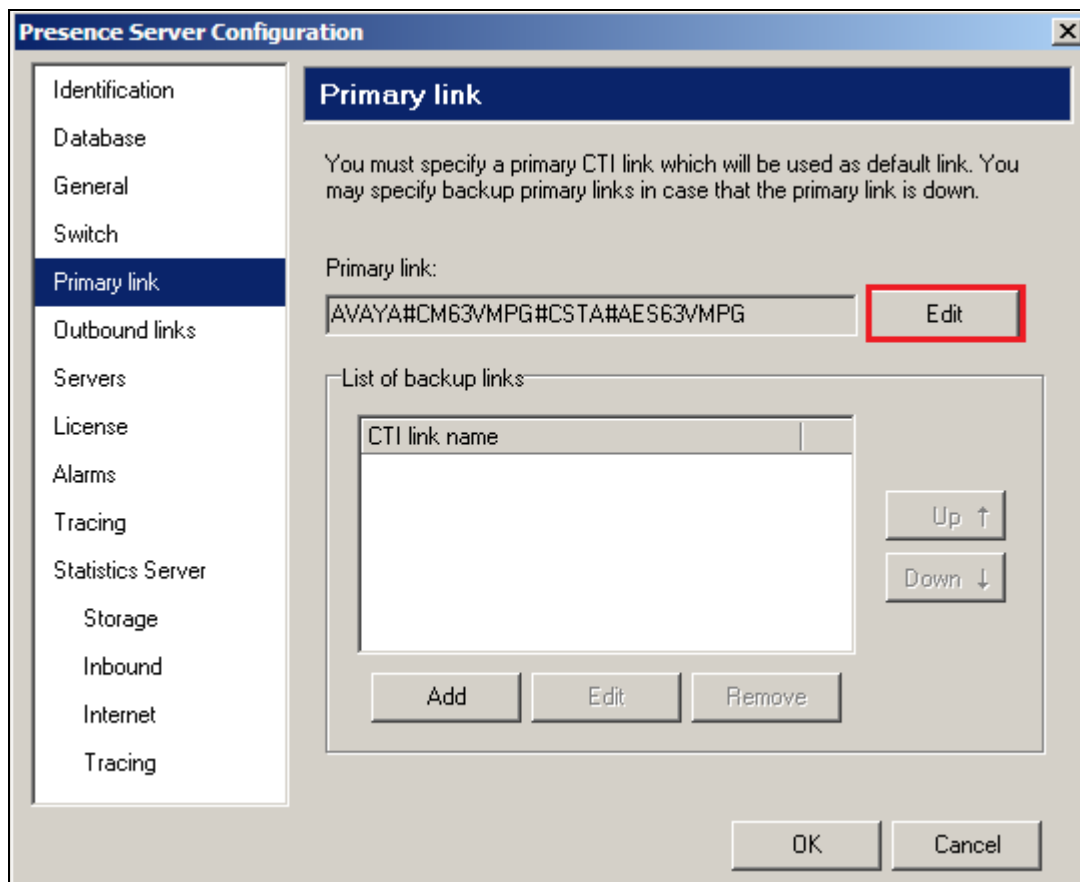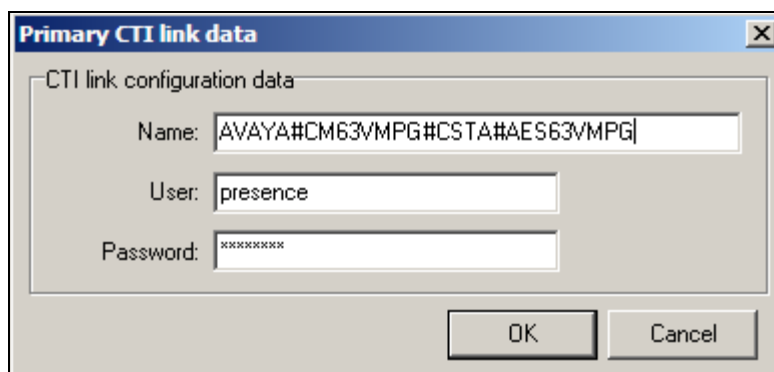
7.1.1. Configure the CTI Connection

If the CTI connection is not in place select the **Primary link** menu on the left side of the screen and choose the **Edit** button to enter a value.

In the resulting pop-up box enter the Tlink name from **Section 6.6** in the **Name** field. For the **User** and **Password** fields enter the user name and password configured on the Application Enablement Services in **Section 6.4**. Click **OK**.

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7.1.2. Configure Storage

Click on **Storage** in the left-hand pane and enter an appropriate directory in the **Directory to store recordings** field.

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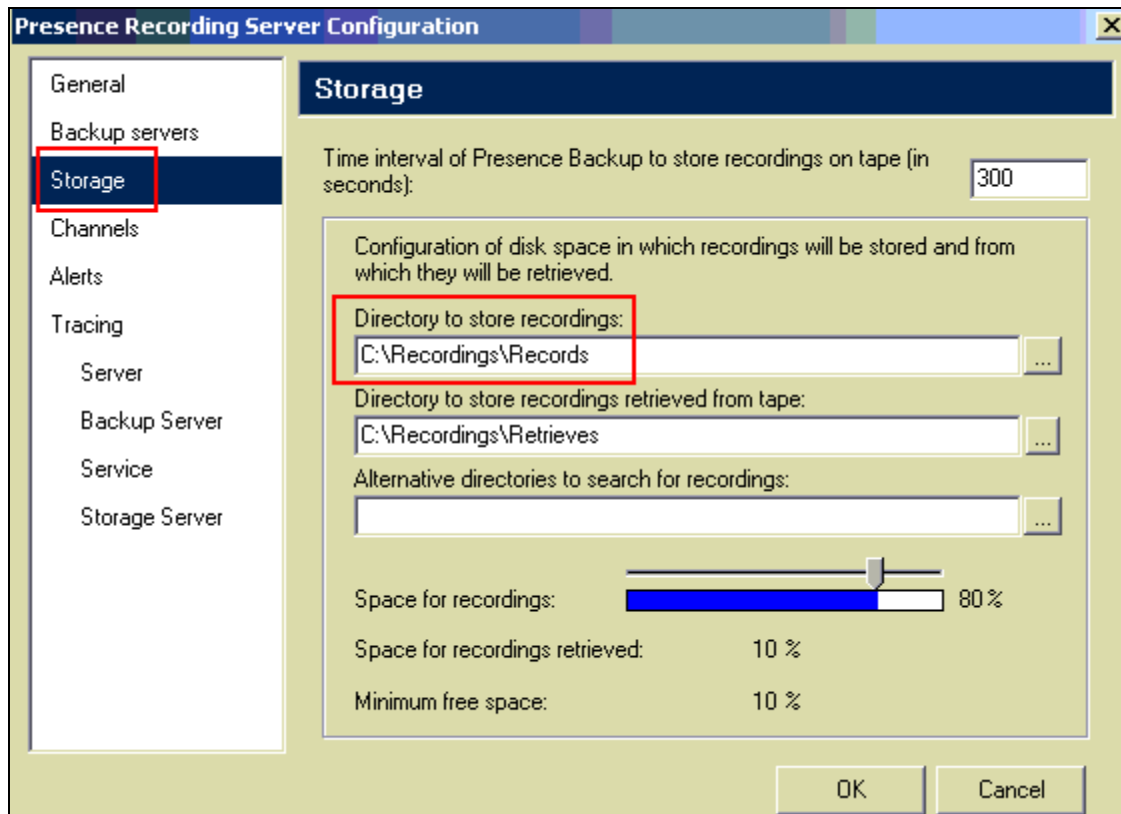
7.1.3. Configure Telephony

Click on **Channels** in the left-hand pane. In the **DMCC Server** section enter the IP address of the AES server and the AES user configured for the Presence Suite installation, enter the port configured for connectivity to AES (the default is **4721**). In the **DMCC channel configuration** section, click **Add**.

Enter a valid recording channel **Extension** and **Password** as configured in **Section 5.5** Enter the **procr IP address** as outlined in **Section 5.2** and select **Recording** from the **Usage** drop-down box. Click **OK** when done. Repeat as necessary. For playback channels, select **Playback** from the **Usage** drop-down box.

The screen shown below will appear, displaying all recording and playback channels, click **OK** when done.

7.2. Configure Recording Plan

Recording plans must be configured according to the call recordings required. Using the Presence Supervisor application, click on **Recordings** ➔ **Plans** ➔**New** (not shown). In the displayed **Plan Inbound service recording plan** window, assign an identifying **Name** and set the **Percentage to record** as required, in this case **100%**. Configure the **Start** and **End** parameters as appropriate.

Click on **Services** in the left-hand pane, enter **1** in the **Service ID** box and click the plus icon.

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This will add the relevant configured service to the recording plan, in this case **INBOUND SERVICE**. Click **OK** when done. Repeat as necessary for additional recording plans.
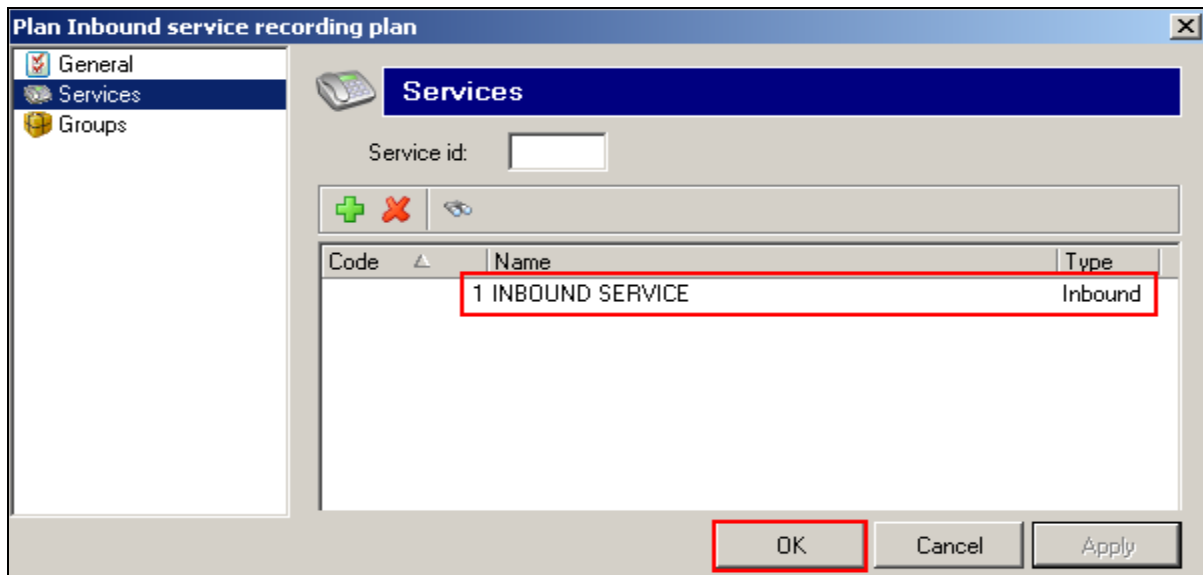
The screen below will be displayed, summarizing the added recording plans. Note that the status shows **Disabled**.
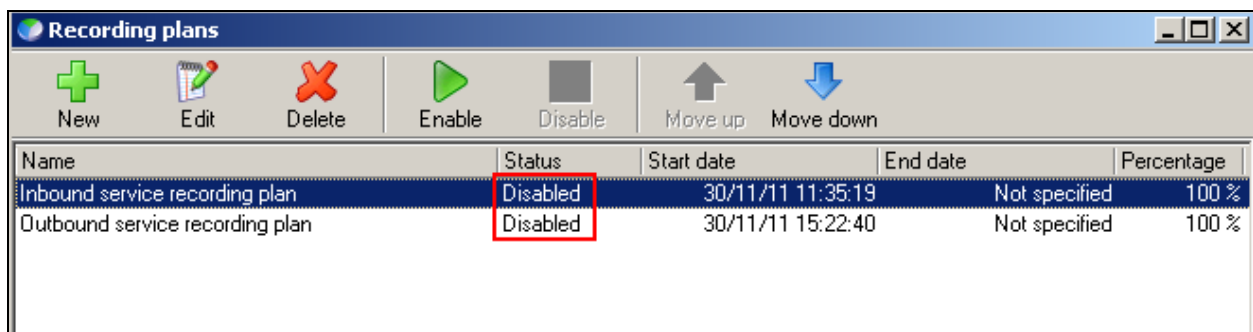
Select each one in turn and click **Enable**, the status will now appear as **Enabled**.
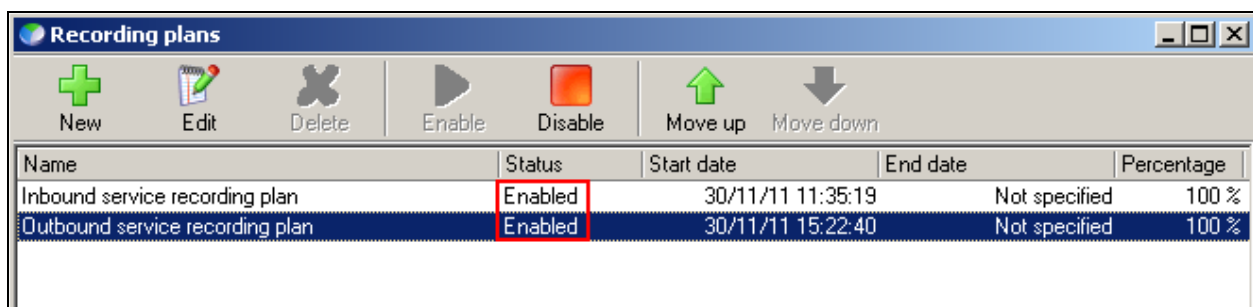
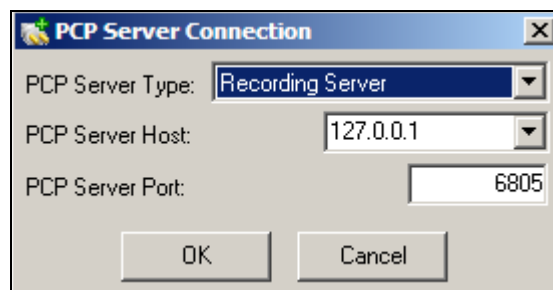Calls that are placed via either of these Services will be recorded according to the recording plan configured above.

7.3. Add Avaya Aura® Communication Manager Stations to be recorded

If the **Integrated with Presence Server** box is not ticked in Section 7.1 then each station that is to be recorded must be added. In the example below extensions 2000 and 2001 are added to be recorded by Presence Recording.

From the Presence folder double click on **pmconsole.exe** (not shown). The following window is opened, click on the connect icon as shown below.
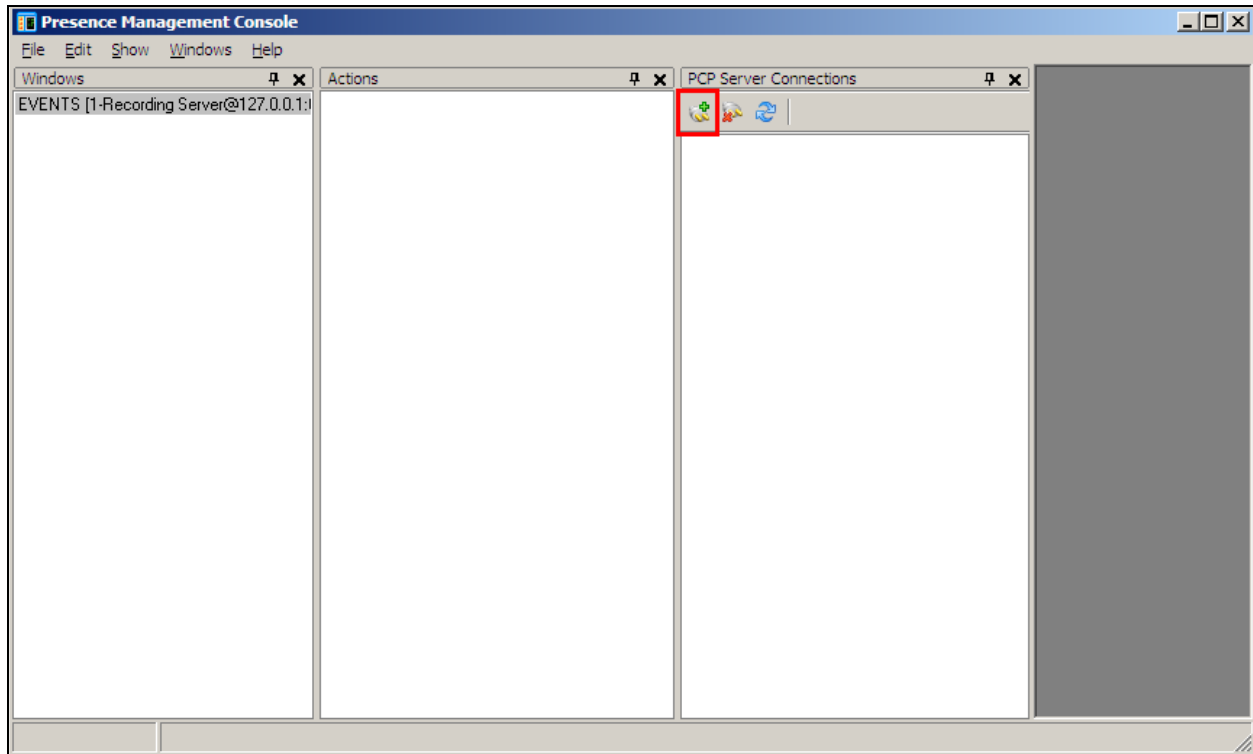

Select Recording Server from the drop down box **PCP Server Type**, ensure that the **Host** is set to the localhost **127.0.0.1** and the **Port** is set to **6805**.

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From the middle window select **Add Stations**.
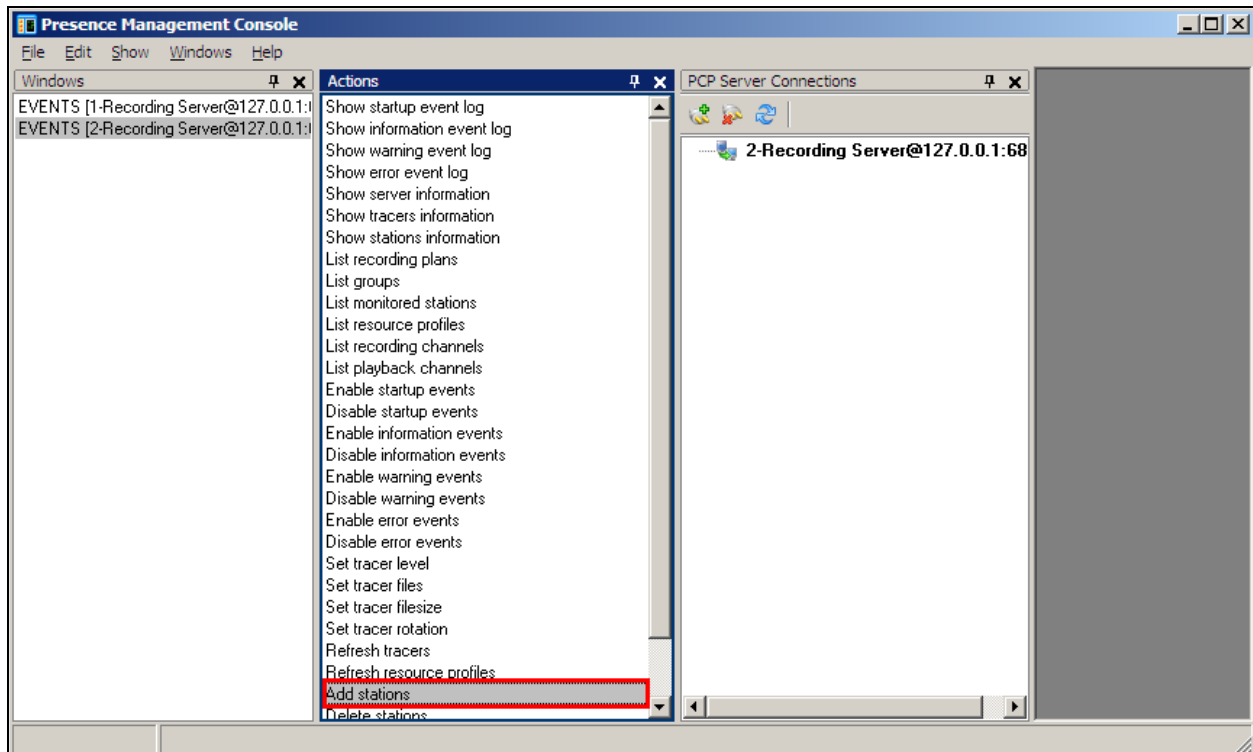
Enter the stations to be recorded and click OK when finished.
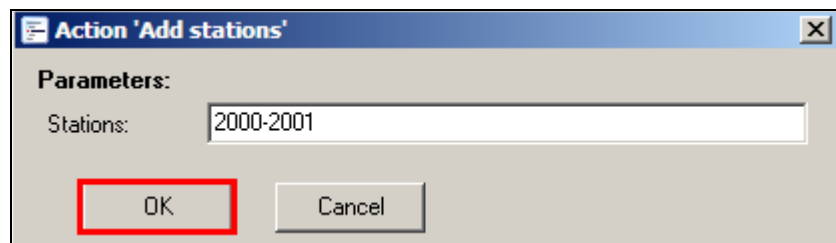
The following screen appears showing the stations are added.
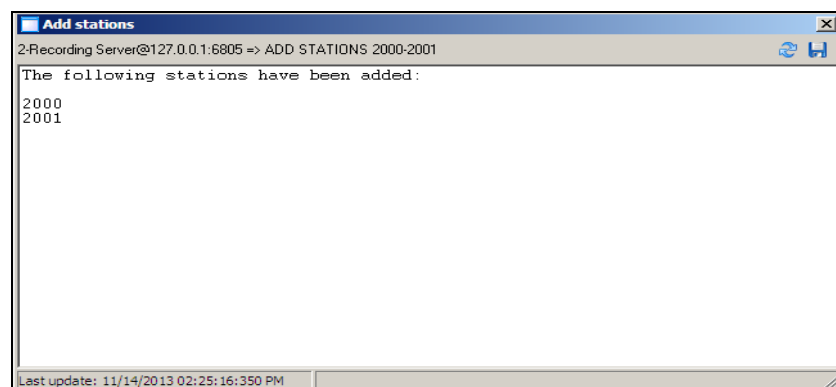
Open the Presence Recording Supervisor (precsup.exe) (not shown). Navigate to
Recordings➔**Groups** (not shown) and click on **New** in the window that appears.
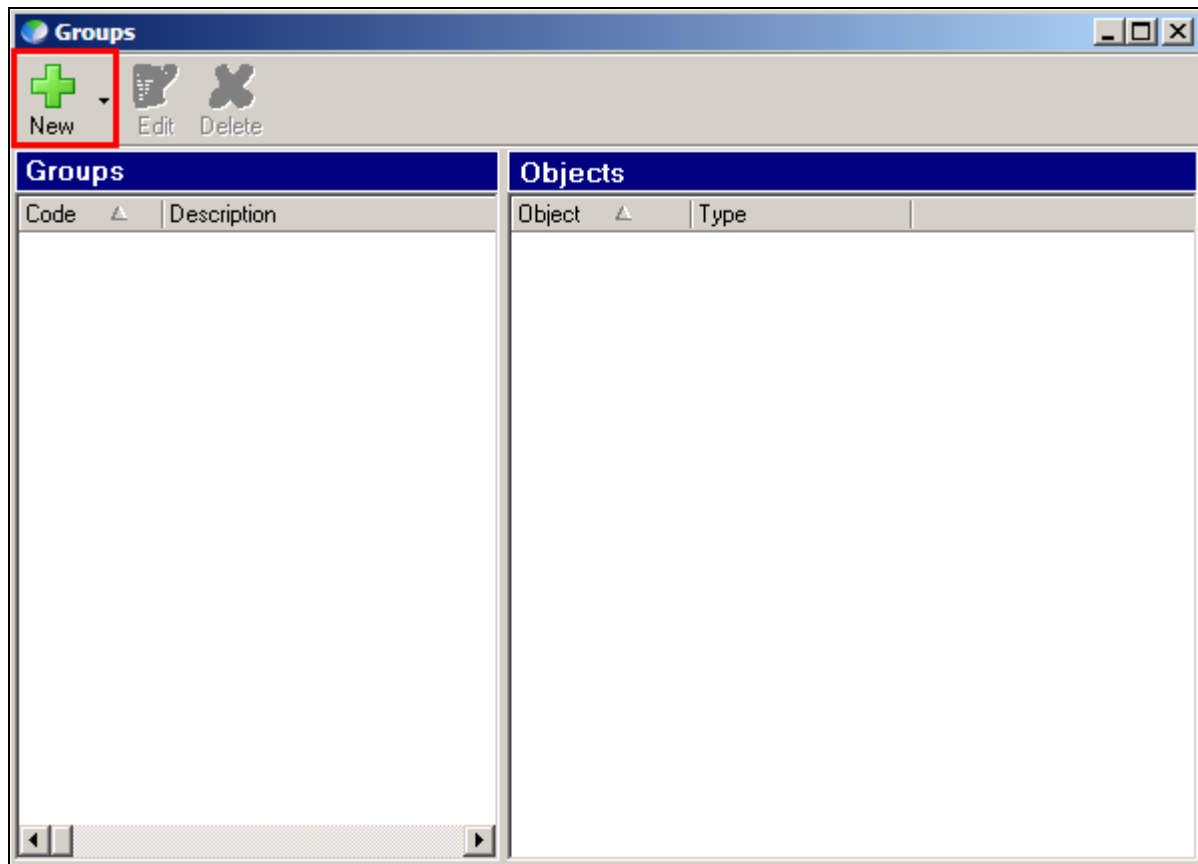
Enter the details for the new group. Note any number is used for code. Click on **OK** when
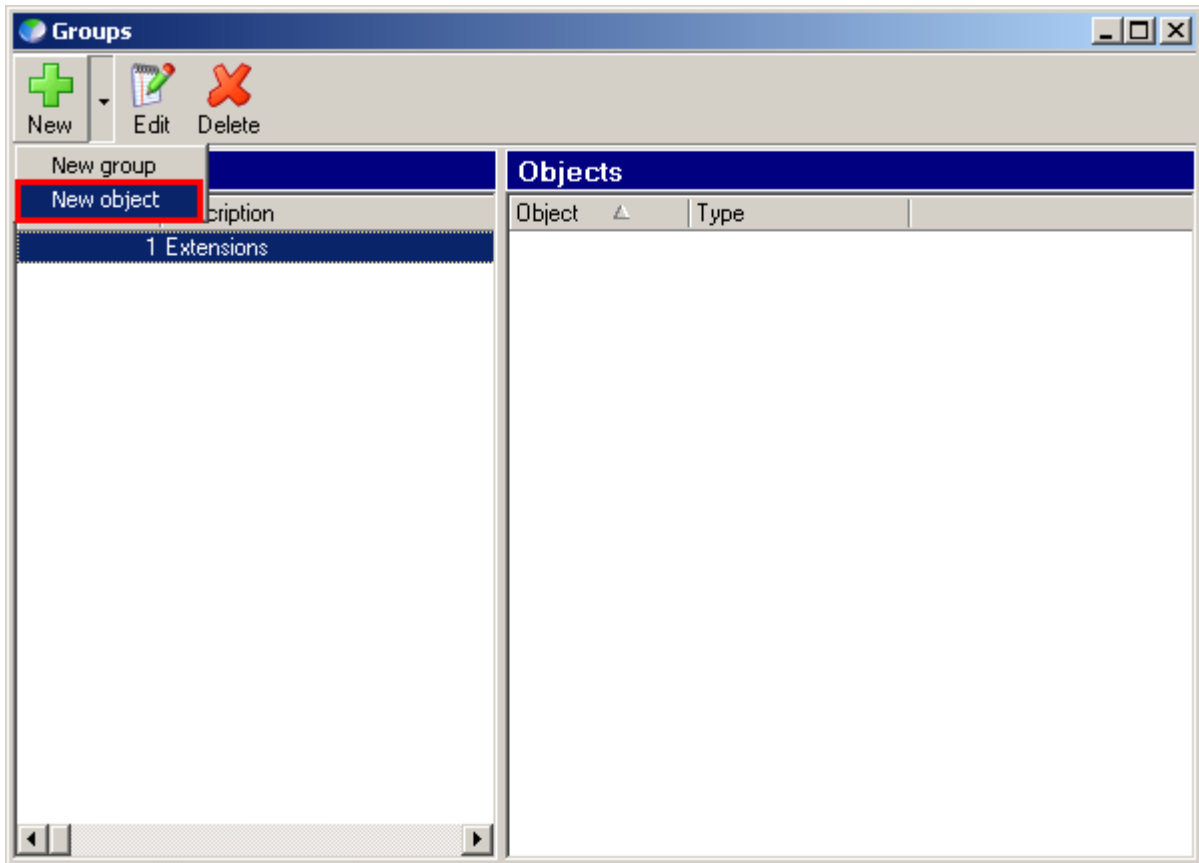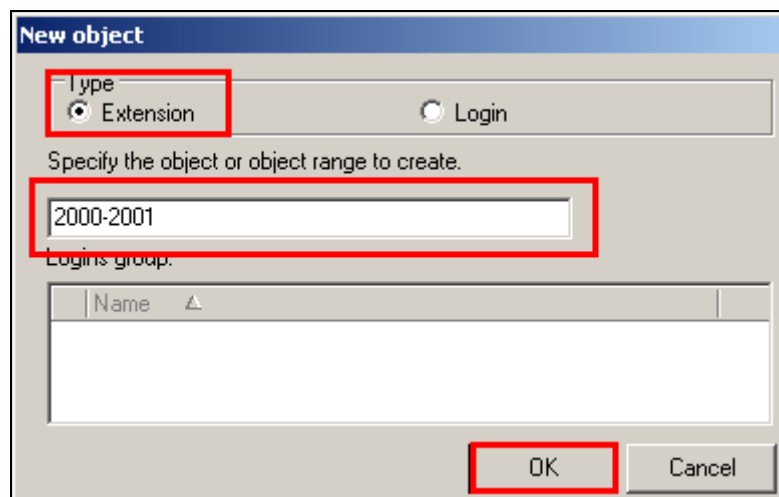finished.

Click on **New** (drop-down box) and select **New object**.

Select **Extension** as the **Type** and the extensions to be added. Click on **OK** once done.

Once **OK** is clicked above the following screen shows the added stations.
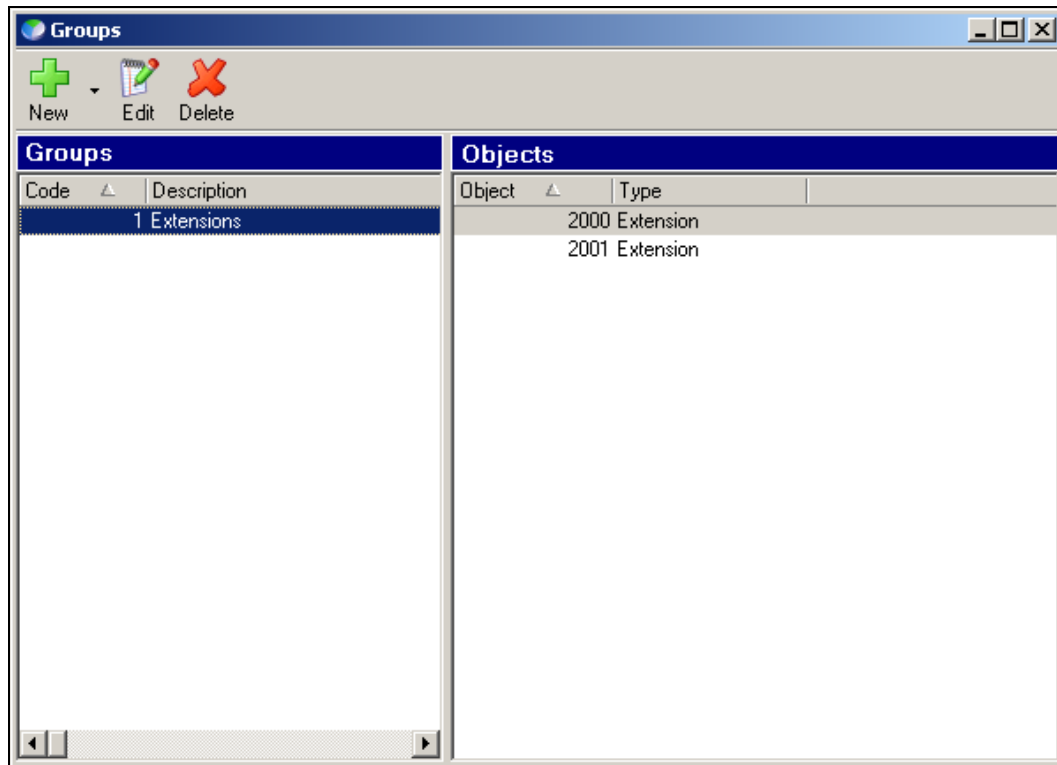
Navigate to **Recordings→plans** (not shown) and click on **New** in the window that appears.
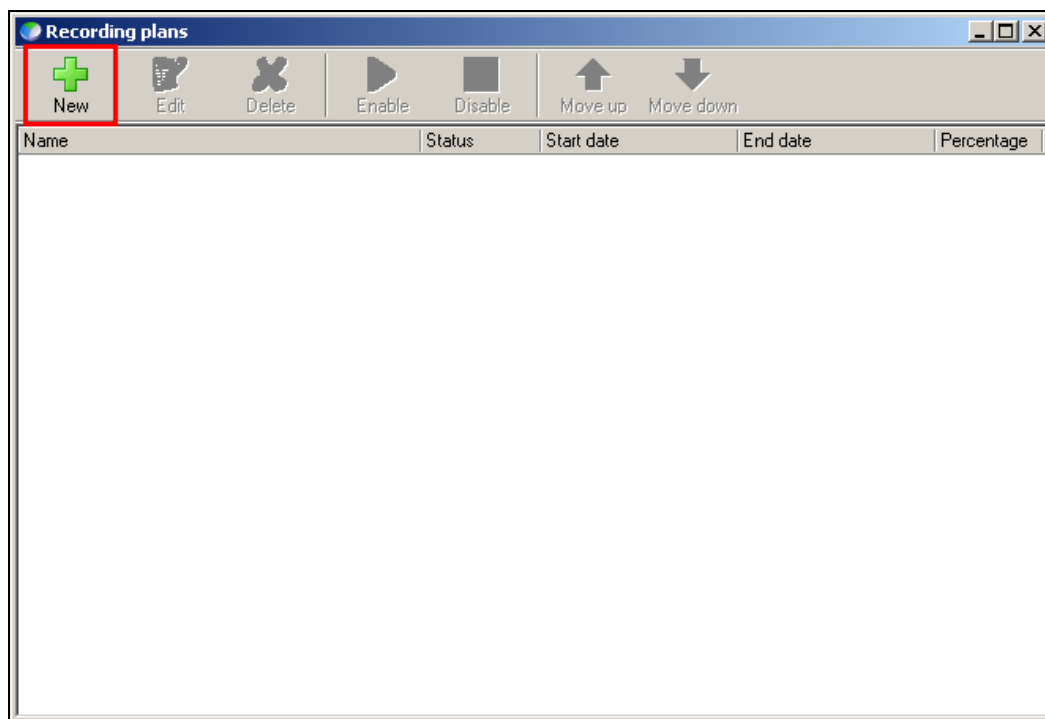
Enter a **Name**, the **Resource profile** is pre-selected, **Percentage to record** is set to **100**%. **Start** and **End** is set to **Immediately** and **Indeterminate** respectively. Click on **OK** once done.

On the **Groups** window click on the Search icon on the right and select the group code to be recorded. Select the group created above (not shown) and click on OK.

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8. Verification Steps

This section provides the tests that can be performed to verify correct configuration of the Avaya and Presence Technology solution.

8.1. Verify Avaya Aura® Communication Manager CTI Service State

The following steps can validate that the communication between Communication Manager and AES is functioning correctly. Check the AESVCS link status with AES by using the command **status aesvcs cti-link**. Verify the **Service State** of the CTI link is **established.**

```
status aesvcs cti-link

                        AE SERVICES CTI LINK STATUS

CTI     Version     Mnt     AE Services     Service     Msgs     Msgs
Link                Busy    Server          State       Sent     Rcvd

1       4           no      aes63vmpg       established  18       18
```

8.2. Verify TSAPI Link and DMCC

8.2.1. Verify TSAPI Link

On the AES Management Console verify the status of the TSAPI link by selecting **Status → Status and Control → TSAPI Service Summary** to display the **TSAPI Link Details** screen. Verify the status of the TSAPI link by checking that the **Status** is **Talking** and the **State** is **Online**.

8.2.2. Verify Avaya Aura® Application Enablement Services DMCC Service

The following steps are carried out on AES to validate that the communication link between AES and the Presence Recording server is functioning correctly. Verify the status of the DMCC service by selecting **Status → Status and Control → DMCC Service Summary.** The **DMCC Service Summary – Session Summary** screen is displayed as shown below. It shows a connection to the Presence Recording server, IP address **192.168.50.154**. The **Application** is shown as **precserver.exe,** and the **Far-end Identifier** is given as the IP address **192.168.50.154** as expected. The **User** is shown as the user created for the CTI user for Presence Server, in this case **Presenceco**.
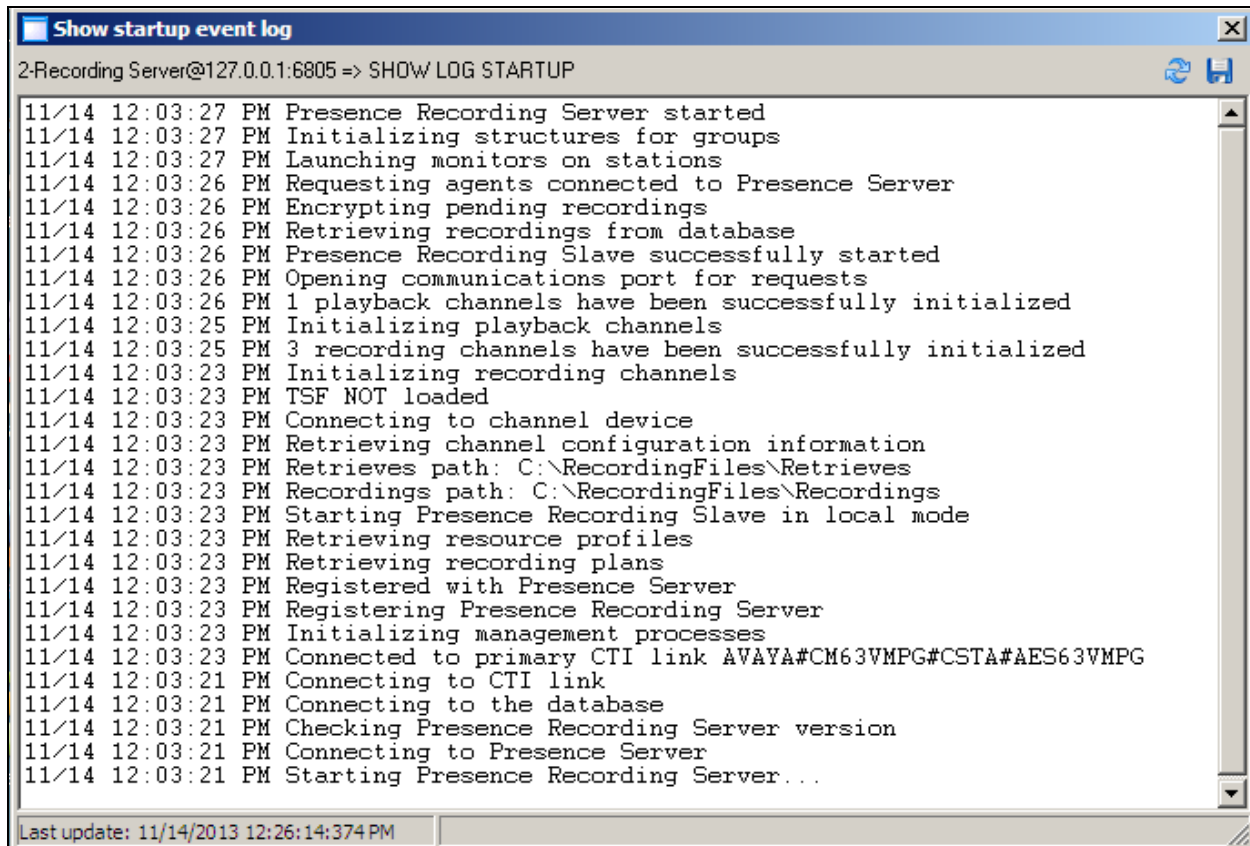
8.3. Verify Presence Suite CTI Connection

One of the available methods to confirm correct startup is a startup log which can be accessed from Presence Management Console. Navigate to **C: → Presence → pmconsole.exe** (not shown). A startup log commences when the Presence Server is trying to load and connect to AES. Click on the item named **Server@127.0.0.1:6800** in the **PCP Server Connections** pane of the Management Console. To open the startup event log, double click **Show startup event log** in the **Actions** pane.
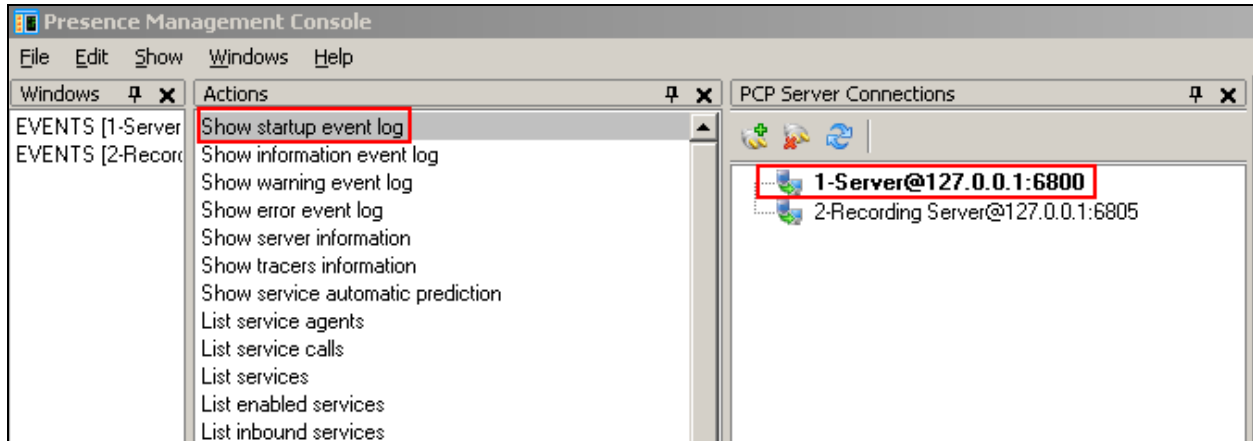
Verify successful CTI connection and service startup.
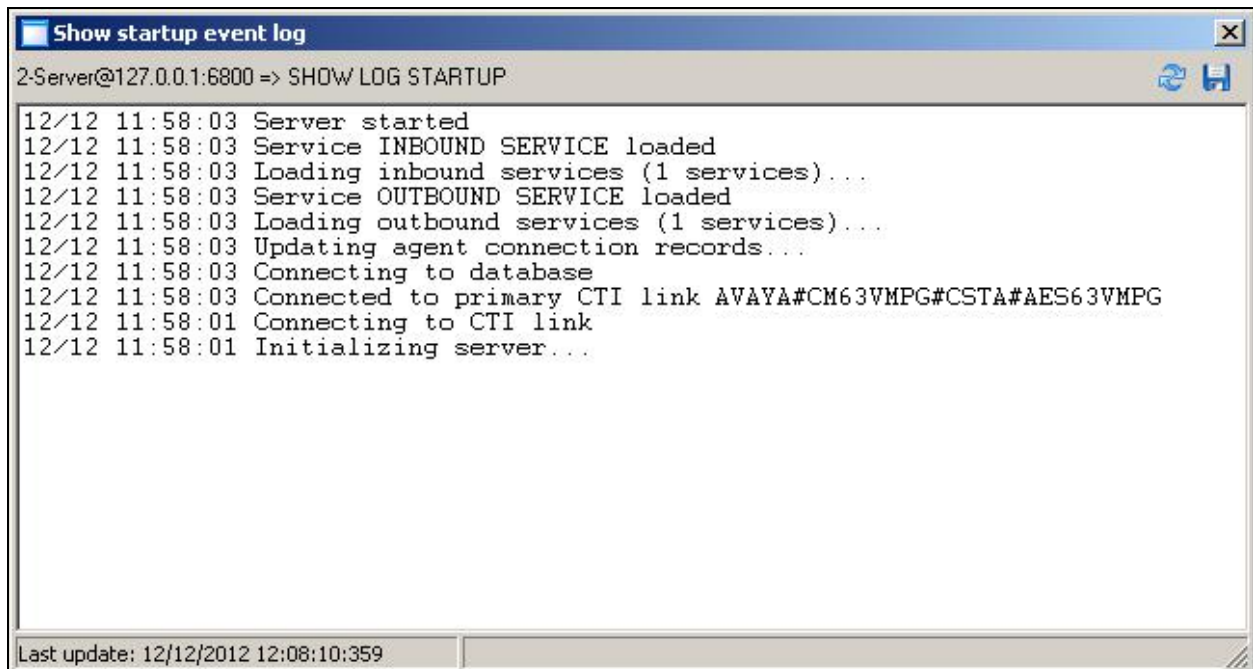
Repeat the above for the item named **Recording Server@127.0.0.1:6805.**


```
Show startup event log                                                          ×
2-Recording Server@127.0.0.1:6805 => SHOW LOG STARTUP                          ⟳ 🖫
11/14 12:03:27 PM Presence Recording Server started                              ▲
11/14 12:03:27 PM Initializing structures for groups
11/14 12:03:27 PM Launching monitors on stations
11/14 12:03:26 PM Requesting agents connected to Presence Server
11/14 12:03:26 PM Encrypting pending recordings
11/14 12:03:26 PM Retrieving recordings from database
11/14 12:03:26 PM Presence Recording Slave successfully started
11/14 12:03:26 PM Opening communications port for requests
11/14 12:03:26 PM 1 playback channels have been successfully initialized
11/14 12:03:25 PM Initializing playback channels
11/14 12:03:25 PM 3 recording channels have been successfully initialized
11/14 12:03:23 PM Initializing recording channels
11/14 12:03:23 PM TSF NOT loaded
11/14 12:03:23 PM Connecting to channel device
11/14 12:03:23 PM Retrieving channel configuration information
11/14 12:03:23 PM Retrieves path: C:\RecordingFiles\Retrieves
11/14 12:03:23 PM Recordings path: C:\RecordingFiles\Recordings
11/14 12:03:23 PM Starting Presence Recording Slave in local mode
11/14 12:03:23 PM Retrieving resource profiles
11/14 12:03:23 PM Retrieving recording plans
11/14 12:03:23 PM Registered with Presence Server
11/14 12:03:23 PM Registering Presence Recording Server
11/14 12:03:23 PM Initializing management processes
11/14 12:03:23 PM Connected to primary CTI link AVAYA#CM63VMPG#CSTA#AES63VMPG
11/14 12:03:21 PM Connecting to CTI link
11/14 12:03:21 PM Connecting to the database
11/14 12:03:21 PM Checking Presence Recording Server version
11/14 12:03:21 PM Connecting to Presence Server
11/14 12:03:21 PM Starting Presence Recording Server...                           ▼
Last update: 11/14/2013 12:26:14:374 PM
```

8.4. Verify Presence Recording Capture and Playback

Using Presence Supervisor, click **Recordings** → **Play**, visually verify correct recording detail as shown below.

Double click on the recording to be played, the pop up shown below will be displayed with the prompt to dial a playback extension.

PG; Reviewed:
SPOC 5/9/2014
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37 of 40
PresRec10AES63
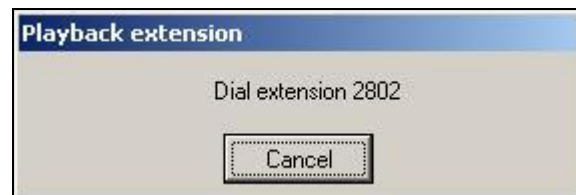
Dial the number shown and manually confirm accurate, clear and audible call recording playback. The screen below will be displayed allowing playback control.

9. Conclusion

These Application Notes describe the configuration steps required for Presence Technology Presence Recording R10.0 to successfully interoperate with Avaya Aura® Communication Manager R6.3using Avaya Aura® Application Enablement Services R6.3. All feature functionality and serviceability test cases were completed successfully as outlined in **Section 2.2**.

10. Additional References

This section references the Avaya and Presence Suite product documentation that are relevant to these Application Notes.
Product documentation for Avaya products may be found at *http://support.avaya.com*.

[1] *Administering Avaya Aura® Communication Manager,* Document ID 03-300509
[2] *Avaya Aura® Communication Manager Feature Description and Implementation,* Document ID 555-245-205
[3] *Avaya Aura® Application Enablement Services Administration and Maintenance Guide Release 6.3*

The following documentation is available on request from Presence: www.presenceco.com

[4] *ACD Sys Presence Administrator Manual Presence Suite,* V10.0
[5] *Presence Installation Guides Presence Software,* V10.0
[6] *PBX/ACD Requirements Presence Software,* V10.0

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